

**ANSWERS TO WRITTEN QUESTIONS AND AMENDMENT TO
TRANSLATION SERVICES - RFB 1557 BMCW-SM
OCTOBER 11, 2006**

1. **QUESTION ONE**

Are all spoken language rates to be the same? (ASL cannot be the same as spoken languages.)

ANSWER

The answer to this question amends Bid Request Section Part VII 7.3.

As indicated in Part VII, 7.3, Bid Price Quote, all inclusive hourly rates are required. Based on the above question we have received we are asking that vendors provide a separate inclusive hourly rate for ASL along with one other single inclusive hourly rate for all other languages. These two hourly rates should be specified and identified as separate line items in your cost bid.

2. **QUESTION TWO**

Section 4.13 of the RFB refers to “minor informalities.” Can a further definition of this term be provided?

ANSWER

Bids will be reviewed on the basis of the bidders’ ability to meet the RFB defined substantive program requirements. Minor informalities are those bid elements not affecting the program’s fundamental requirements.

3. **QUESTION THREE**

Section 2.3, B explains the On Site Duties to be completed. Specifically, number 4 states that the interpreter will be required to perform “translation and preparation of standardized form letters.” Would it be possible to receive an example of the material to be translated? As any language service provider will tell you, not all interpreters are qualified to perform written translations. We would simply like to make sure we can provide an interpreter with the necessary skills required to meet all of your needs.

ANSWER

Translation and interpretation needs vary as they are handled on an individual case basis. The service provider must be able to objectively act as a liaison between the client and BMCW personnel in order to accurately communicate necessary information. The majority of the interpretation work is oral with some standard phrases translated into several of the most commonly used languages. (Examples attached to the end of this document)

4. **QUESTION FOUR**

Section 7.1 (Method of Bid) states that all bids must be typed in a 12-point font and double spaced. Does this standard apply to the attachments as well? For example, by increasing the size of the font to 12-point, the Vendor Information Sheet (DOA3477) is expanded to two pages in length.

ANSWER

The bid should be prepared using a 12-point font and double spacing on the main document, that is, the written bid response to Parts I – VIII. Required forms and/or other attachments should be completed, whenever possible, using 12-point font and double spacing, but this is not required.

TRANSLATION SAMPLE DOCUMENTS NEXT PAGES

SAMPLE TRANSLATION 1

July 27, 2006

Ms. Joni Doe
123 Translation Avenue
Milwaukee, WI 53210

Dear Ms. Doe,

Children's Court ordered a home study in response to your request for guardianship of Johnny Doe. I am the assigned social worker and would like to schedule a home visit with you and Johnny. I need to meet with any other children that reside in the home as well.

I can be reached Monday thru Friday from 8:00 a.m. to 5:00 p.m. If I am not available please leave me a message with the days and times we could meet.

Respectfully,

Average Joe, IASW
BMCW Region 2
6111 N. Teutonia Ave
Milwaukee, WI 53209
414-111-1111

SAMPLE TRANSLATION 2

Date _____

Name _____

Address _____

City, State ZIP _____

Dear _____:

The Bureau of Milwaukee Child Welfare has received information which raises questions about the care your child/ren is/are receiving. When such reports reach the Bureau, it is our legal responsibility to explore the concerns.

We realize that there are always two sides to any such report and we would like to talk to you in person about the information. If there is any need for assistance, this contact with you should aid us in determining the way we could be most helpful to you.

I have been assigned as the worker in this matter and would appreciate it if you would contact me as soon as possible about an appointment to discuss the situation. My hours are _____ a.m. - _____ p.m., _____ - _____. My telephone number is ____ - _____. I could also be reached through our main office at ____ - _____.

I look forward to meeting with you. Thank you for your cooperation.

Sincerely,

Name of IASW _____

Initial Assessment Worker

Bureau of Milwaukee Child Welfare, Site ____

Address _____

City, State ZIP _____

SAMPLE TRANSLATION 3

Months:

January	-
February	-
March	-
April	-
May	-
June	-
July	-
August	-
September	-
October	-
November	-
December	-

Dates:

1	-	16	-
2	-	17	-
3	-	18	-
4	-	19	-
5	-	20	-
6	-	21	-
7	-	22	-
8	-	23	-
9	-	24	-
10	-	25	-
11	-	26	-
12	-	27	-
13	-	28	-
14	-	29	-
15	-	30	-
		31	-

Days:

Monday	-
Tuesday	-
Wednesday	-
Thursday	-
Friday	-
Saturday	-
Sunday	-

Site:

Site 1	-
Site 2	-
Site 3	-
Site 4	-
Site 5	-

Telephone Number's:

1	-
2	-
3	-
4	-
5	-
6	-
7	-
8	-
9	-
0	-

Region:

Region 1	-
Region 2	-
Region 3	-

Time:

a.m.	-
p.m.	-